

**ANALYSIS OF COMPLAINT SPEECH ACT  
IN THE HELP MOVIE BY TATE TAYLOR**

**RESEARCH PAPER**

**Submitted as a Partial Fulfillment of the Requirement  
for Getting Bachelor Degree of Education  
in English Department**



By:

**AmaliaKhalifah**

**A320090121**

**SCHOOL OF TEACHER TRAINING AND EDUCATION  
MUHAMMADIYAH UNIVERSITY OF SURAKARTA**

**2013**

**APPROVAL**

**ANALYSIS OF COMPLAINT SPEECH  
IN THE HELP MOVIE**

**Written by:**

**AMALIA KHALIFAH**  
**A320 090 121**

**Approved to be Examined by:**

**First Consultant**

  
**Agus Wijavanto, Ph.D**  
**NIK: 947**

**Second Consultant**

  
**Dra. Malikatul Laila, M.Hum**  
**NIK: 409**

**ACCEPTANCE**

**ANALYSIS OF COMPLAINT SPEECH ACT  
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**By:**  
**AMALIA KHALIFAH**  
**NIM: A320090121**

Accepted by the Board of Examiners  
School of Teacher Training and Education  
Muhammadiyah University of Surakarta

**Team of Examiners:**

- 1. Agus Wijayanto, Ph.D**  
Chair Person
- 2. Dra. Malikatul Laila, M.Hum**  
Secretary
- 3. Prof. Dr. Endang Fauziati, M.Hum**  
Member



**Dean,**

**(Dra. N. Setyaningsih, M.Si)**  
**NIK. 403**

## **TESTIMONIAL STATEMENT**

I hereby assert that there is no plagiarism in this research paper. There is no other work that has been submitted to obtain the bachelor degree and as far as I am concerned there is no opinion that has been written or published before, except the written references which are referred in this paper and mentioned in the bibliography.

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## **MOTTO**

Pelajarilah ilmu, maka

Menuntutnya adalah ibadah

Mengulang-ulangi itu tasbih

Membahasnya itu jihad

Memberikanya kepada yang Ahli itu mendekatkan diri kepada Allah

Mengajarkan orang yang tidak tahu itu sedekah

( Imam Al-Ghazali )

## **DEDICATION**

This thesis is dedicated to:

Her beloved Abi and Momma ( Maskuri, S.H and Hastuti, B.A)

Her beloved little ‘big’ brothers ( Faisal Reza and Ahmad Zidan )

Her beloved Man ( Oka Irmade, M.Pd )

Her Greatest Lecturer ( Dra. Malikatul Laila, M.Hum )

Her beloved Friends

For everyone who loves knowledge.

## ACKNOWLEDGEMENT

Bismillairrahmanirrahim

Praise to Allah SWT, who gives the writer guidance and blessing so that the writer is able to finish his research entitled “ Analysis of Complaint Speech Act in *The Help Movie* by Tate Taylor ”

The research may not be able to finish without helping of other people, therefore in this opportunity he would like to express his deepest gratitude and appreciate to:

1. ALLAH SWT for all the things given to.
2. Drs. H. Sofyan Anif, M.Si as the Dean of the School of Teacher Training and Education Faculty of Muhammadiyah University of Surakarta.
3. Titis Setyabudi, S.Si, M.Hum as the Chief of English Department who has given the writer permission to write this thesis.
4. Drs. Agus Wijayanto, M.A, Ph.D as the first consultant, who has given careful guidance and suggestion during the completion of this research.
5. Drs. Malikatul Laila, M.Hum as the second consultant who has given much valuable suggestion for the correction of the research.
6. Prof. Dr. Endang Fauziati, M.Hum as the third examiner who has given chance and advice to him to finish the research.
7. Fitri Kurniawan, S.Pd as the Academic Consultant for his good advices to the writer.
8. Her beloved Abi and Momma that always pray for him and give motivation and support to all the things that she has done

9. His beloved brothers Faisal Reza and Ahmad Zidan that always give her a good relation.
10. Her beloved Good Guy Oka Irmade
11. Her beloved friends (Vinda, Syifa, Tatik, Febri, Amirul) for the support and warm togetherness.
12. The last, the writer would like to give thanks to all of his friends who have given their support.

The writer realize that she has many weaknesses in writing this thesis. Thus, he will accept any criticism and suggestion from the readers.

The Writer



## TABLE OF CONTENT

COVER .....	i
APPROVAL .....	ii
ACCEPTANCE .....	iii
TESTIMONIAL STATEMENT .....	iv
MOTTO .....	v
DEDICATION .....	vi
ACKNOWLEDGEMENT .....	vii
TABLE OF CONTENT .....	ix
SUMMARY .....	xi
<b>CHAPTER I INTRODUCTION .....</b>	<b>1</b>
A. Background of the Study.....	1
B. Limitation of Study .....	5
C. Problem Statement .....	5
D. Objectives of The Study .....	6
E. Benefit of the Study .....	6
F. Research Paper Organization .....	7
<b>CHAPTER II LITERARY REVIEW AND UNDERLYING THEORY .....</b>	<b>8</b>
A. Literary Review .....	8
B. Pragmatics .....	11
C. Speech Act .....	12
D. Facility Conditions .....	15
E. The Notion Of Complaint .....	16

	F. The Notion Of Speech Act Complaint .....	18
	G. Complaint Perspective .....	25
	H. The Complainee Response Strategy .....	33
	I. Context .....	40
CHAPTER III	RESEARCH METHOD .....	42
	A. Type of the Research .....	42
	B. Data and Data Source .....	42
	C. Technique of Collecting Data .....	42
	D. Technique in Analyzing the Data .....	43
CHAPTER IV	DATA ANALYSIS AND DISCUSSION .....	44
	A. Data Analysis .....	44
	B. Research Findings and Discussion .....	88
CHAPTER V	CONCLUSION AND SUGGESTION .....	92
	A. Conclusion .....	92
	B. Suggestion .....	93
BIBLIOGRAPHY		
APPENDIX		

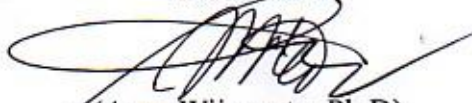
## SUMMARY

AmaliaKhalifah, A320090121. "ANALYSIS OF COMPLAINT SPEECH ACT IN THE HELP MOVIE BY TATE TAYLOR". Muhammadiyah University of Surakarta. Research Paper. 2013.


This study focuses on analyzing complaint speech act in the utterances in *The Help* Movie. This study aims to (1) describe the types of complaint strategies used by the characters of *The Help* movie, (2) describe the intentions of complaint act by the characters in film entitled *The Help* and (3) describe how the complainees characters of *The Help* movie respond the complaint speech act.

This research applies descriptive qualitative method. The data analyzed are utterances containing complaint act in *The Help* Movie. Based on the analysis the writer found that (1) there are seven complaint strategies which are found in the movie: 1. hints strategy (10,89%), 2. annoyance Strategy (27,25%), 3. direct accusation strategy (34,57%), 4. indirect accusation strategy (13,63%), 5. modified blame strategy (3,62%), 6. explicit blame behavior strategy (2,71%), 7. explicit blame person (7,25%). The characters in the movie here mostly used direct accusation strategy (34,57%); (2) The intentions of the complaint utterances are to warn, to ask, to command, to protest, to show disagreement and to show disapproval; (3) There are two categories of complainees responses: verbal and non-verbal category. The verbal categories are divided into twenty two strategies. The complainer frequently used The explicit denial responsibility (8,18%) to respond the complaint. Nodding strategy (2,72%) is frequently used in the movie to respond the complaint as non-verbal strategy. The relation between verbal and non-verbal strategy and speech act is whenever the complainees here be quiet, they still doing speech act as they doing something in their silence. The writer found that complaint utterance in the movie is dominated by rude way. It appears that complainer in the movie is less educated and influenced by the their culture. The reference of the complaint regularly used speaker oriented "I, We". Which shows their selfishness as a boss. The pattern of the complaint utterances here recurrently using the strategy of HA-SM (Head Act – Supportive Moves). It shows that the complainer in *The Help* Movie says the complaint directly and to the point. The writer concludes that complaint act in *The Help* Movie is used to show the disapproval and dislike.

Consultant I

  
(Agus Wijayanto, Ph.D)  
NIK. 978

Consultant II

  
(Dra. Malikatul Laila, M. Hum)  
NIK. 409

  
Dean of  
School of Teacher Training and Education  
(Dra. Setyaningsih, M.Si)  
NIK. 403